

# **The BPHC New Start Web Guide**

## **Resources for New and Existing Grantees**

### **Developed by:**

The U.S. Department of Health and Human Services (HHS)  
Health Resources and Services Administration (HRSA)  
Bureau of Primary Health Care (BPHC)  
Office of Training and Technical Assistance Coordination (OTTAC)

The BPHC New Start Web Guide is a self assessment tool designed to help new BPHC grantees provide high-quality primary health care from the day they open their doors for business. The Guide is a central hub for links to HRSA-approved templates, information pages, and policy documents, and many other resources. The intent of the Web Guide is to help Health Center grantees improve their quality and efficiency, work within Health Center Program Requirements, and access Federal policies, programs and resources intended for the specific needs of Health Centers.

This document is a printable version of a portion of the content available on the Web Guide. It was developed by the BPHC Office of Training and Technical Assistance Coordination and is hosted at:  
<http://bphc.hrsa.gov/technicalassistance/index.html>

# 1. Getting Started

## 1a. Your Notice of Award and First Steps

This section covers the information found in your Notice of Award, highlighting important information that you will need to refer to periodically.

**Contact Your Federal Project Officer** and introduce yourself (listed on your NoA). Your Project Officer (PO) is your primary point of contact for programmatic issues such as: health center program requirements, performance improvement, technical assistance needs, and other services and responsibilities directly related to the Health Center Program.

- Confirm the timing of your Federal funding (Project and Budget Period start dates/end dates).
- Confirm when the next Federal grant application is due, and whether it is competitive or a progress report ("Service Area Competition (SAC) vs Budget Period Progress Report (BPR)).
- Discuss program and grant conditions that are listed in your.

Set up times to communicate with your Project Officer periodically, e.g., monthly, quarterly, to keep each other posted on developments (Note that your Project Officer will also contact you soon after you have received your NoA and will also want to set up periodic calls). Grantees should also contact Project Officers whenever they have questions and/or wish to talk through possible changes/adjustments in plans, staffing, etc. that were described in the approved application.

**Contact Your Grants Management Specialist** to introduce yourself (listed on your NoA-note that your Grants Management Specialist may also participate on the introductory call your Project Officer sets up soon after you have received your NoA). Your Grants Management specialist is your point for contact for matters related to administrative management of your grant, such as drawdown, Federal payment management systems, and regular financial reporting.

Confirm details and conditions noted on your NoA, or requests that involve significant changes to the budget that was approved as part of the most recent grant, if necessary.

**Review HRSA's Grants Management Workshop Presentation Materials** (October 2010) that covered management of your grant, reporting requirements, Electronic Handbook overview, terms and conditions and other aspects of HHS/HRSA grants management, found [here](#).

**Enroll in the HHS Payment Management System.** Payment of grants to grantees occurs through the [HHS PMS](#), a fully automated and full service centralized grants payment and cash management system. If you have not done so already, contact your Grants Management Specialist (GMS), listed on your NoA, to begin setting up your PMS account.

**Locate your organization's important documents prior to talking to your project officer, including:**

- Bylaws
- Articles of Incorporation
- Most recent NoA
- Most recent health center grant application
- Most recent strategic plan
- Most recent financials

**Official Points of Contact in Grants.Gov and EHB.** Send a letter or email to the Federal project officer and to the grants management specialist requesting an official change of contact in Grants.gov for any

grants you have from the Federal government. This includes setting permissions for staff to register to work on specific grant functions. You will need prior approval from your project officer to change your profile as an Authorizing Organization Representative (AOR). Pay particular attention to maintaining current contact information in EHB for your organization. In addition, please make sure you have at least one other individual in your organization registered in EHB who can access and submit documents as needed if the Authorizing Official is not able to/absent. For more information on EHB, please contact the HRSA Help Desk at [bphchelp@hrsa.gov](mailto:bphchelp@hrsa.gov) or 1-877-974-BPHC Monday through Friday (except Federal holidays) 8:30 AM to 5:30 PM (ET).

**Review financials**, ensuring that you are on schedule to draw down and obligate Federal funding, as approved, prior to the conclusion of the grant period. Federal funding should not sit in an interest-bearing account for more than 72 hours. Please refer to [45 CFR Part 74.22](#) and/ or consult your Grants Management Specialist for additional information.

*For a useful guide to HRSA-related terminology, click [here](#).*

**Contact other key people in your State for introductions and background.**

**Contact your State Primary Care Office (PCO)** responsible for shortage designations. Some States also have recruitment assistance (including J1 Visa Waivers) and State primary care grant resources. PCOs are listed [here](#).

**Contact your State's Primary Health Care Association (PCA).** State/Regional PCAs are private, non-profit organizations that provide training and technical assistance to health centers and other safety-net providers, support the development of health centers in their State, and enhance the operations and performance of health centers. Your PCA can offer assistance with understanding and implementing Health Center Program requirements such as governance, grants management, clinical or quality improvement support, training or orientation of new staff, and answering general questions. [Here](#) is the contact information for the PCAs.

**Consider asking your PCA about mentoring opportunities** with other health centers in your State or region.